

## **SMS Privacy Policy**

**Effective Date:**08/21/2024

### **1. Introduction**

Welcome to Pallens Auto Concepts. We are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This SMS Privacy Policy explains how we collect, use, and protect your information when you interact with us via SMS (Short Message Service) messaging.

### **2. Consent**

By providing your phone number and opting in to receive SMS messages from us, you consent to receive promotional and transactional messages from Pallens Auto Concepts. These messages may include information about our products, services, promotions, and updates.

### **3. Information Collection**

When you opt in to receive SMS messages, we collect the following information:

- Your phone number
- Any other information you provide in your communications with us

### **4. Use of Information**

We use the information we collect to:

- Send you the messages you requested, including updates, promotions, and transactional notifications
- Improve our services and communication with you
- Respond to your inquiries and provide customer support

### **5. Message Frequency**

Depending on your interactions with us, you may receive messages from us periodically. Message frequency will vary based on your engagement and preferences.

### **6. Opt-Out Instructions**

You can opt out of receiving SMS messages at any time by replying to any of our messages with the word "STOP" or by contacting us directly at (440) 244-2886. Once you opt out, we will stop sending you messages, but you may still receive messages related to any transactions or customer service inquiries you have initiated.

### **7. Data Security**

We implement reasonable measures to protect your information from unauthorized access, disclosure, or misuse. However, no security system is impenetrable, and we cannot guarantee the absolute security of your information.

## **8. Sharing of Information**

We do not share or sell your SMS opt-in or phone number with third parties unless required by law.

## **9. Changes to This Policy**

We may update this SMS Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any significant changes by posting the revised policy on our website.

## **10. Contact Us**

If you have any questions or concerns about this SMS Privacy Policy, please contact us at:

Pallens Auto Concepts

(440) 244-2886

[Service@pallensautoconcepts.com](mailto:Service@pallensautoconcepts.com)

[www.pallensautoconcepts.com](http://www.pallensautoconcepts.com)

Thank you for choosing Pallens Auto Concepts. We value your privacy and appreciate your trust.